

A low-angle photograph of the Missouri State Capitol building, showing its grand dome and classical portico with columns. The sky is blue with scattered white clouds. The building is made of light-colored stone.

Missouri

PSC

Public Service Commission

2025 ANNUAL REPORT



Missouri Public Service Commission

MAIDA J. COLEMAN
Commissioner

GLEN KOLMEYER
Commissioner

KAYLA HAHN
Chair

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JOHN P. MITCHELL
Commissioner

VACANT
Commissioner

The Honorable Mike Kehoe
Governor of Missouri
State Capitol
Jefferson City, Missouri

Governor Kehoe:

It is my honor to present the Missouri Public Service Commission's Annual Report for Fiscal Year 2025. My fellow Commissioners and I welcome this opportunity to keep you and the citizens of Missouri updated on how the Public Service Commission fulfills its mission to ensure that investor-owned utilities provide ratepayers safe, affordable, reliable service at just and reasonable rates.

The Commission continues to oversee the essential services Missourians use every day, including electricity, natural gas, water, sewer, and steam services. We work to make sure these services remain safe, dependable, and fairly priced for families and businesses across the state. This day-to-day oversight is conducted and managed by the dedicated staff of professionals that work here at the Commission. This year's annual report is intended to provide a greater insight into those day-to-day efforts and activities.

In conjunction with the Commission's function of providing regulatory oversight of investor-owned utilities, the Commission is working to meet its legal and statutory obligations through timely rulemakings and workshops. The passage of Senate Bill 4 in the 2025 Legislative Session and its enactment into law has necessitated significant action from the Commission to implement its provisions. Those provisions include a reformed Integrated Resource Planning process and modifications to the ratemaking process to help ensure that utility infrastructure development can keep pace with economic growth while protecting ratepayers.

The Commission is also focused on enhancing our commitment to transparency and public engagement with advancements and improvements in our Electronic Filing and Information System (EFIS), which provides timely updates for all public documents in cases before the Commission and allows for public comment. The Commission also continues its review of rate cases, infrastructure filings, safety matters, and long-term planning to ensure utilities are meeting their obligations and serving the public interest.

My fellow commissioners and I are proud of the hard work performed by PSC Staff on behalf of Missouri ratepayers. These public servants are the backbone of the Commission and are responsible for the daily work that supports our mission.

Thank you for the opportunity to lead the Missouri Public Service Commission and to help ensure that our citizens have reliable, affordable, and abundant resources to lead us into the future.

Sincerely,

A handwritten signature in cursive script that reads "Kayla Hahn".

Kayla Hahn
Chair

MISSOURI PUBLIC SERVICE COMMISSIONERS



Glen Kolkmeier, Chair Kayla Hahn, Maida J. Coleman, John P. Mitchell

COMMISSIONERS

The Commission consists of five commissioners who are appointed by the governor with the advice and consent of the Missouri Senate. The governor designates one member as the chair who serves in that capacity at the pleasure of the governor. Commissioners are appointed to six-year terms — the terms are staggered so that no more than two terms expire in any given year.

COMMISSION

The Commission is both quasi-judicial and quasi-legislative. The Commission is responsible for deciding cases brought before it by the utilities it regulates, the customers of those utilities, or by other interested stakeholders. Many of the Commission's actions or decisions are made after it hears complaints or applications in which the rights of individuals, ratepayers, utilities, or other stakeholders are determined. Such hearings are held in a trial-like setting using appropriate evidentiary standards. The Commission's decisions are subject to review by Missouri's courts.

AGENDA MEETINGS

The Commission holds weekly Agenda Meetings to discuss various cases, policies and rulemakings, and to issue its decisions. The meetings are open to the public and can be watched live on the Commission's website or viewed in the 'Archived Videos' section on the Commission's website (psc.mo.gov).

COMMISSIONERS



Kayla Hahn
Chair

KAYLA HAHN, CHAIR

Chair Kayla Hahn was appointed to the Missouri Public Service Commission by Governor Michael Parson on June 1, 2023. Chair Hahn was appointed to a new six-year term on January 2, 2024. On February 6, 2024, she was named Chair of the Public Service Commission.

Chair Hahn serves on the Southwest Power Pool Regional State Committee, and is currently the Chair of the Regional Allocation Review Task Force. She is also active in the Mid America Regulatory Conference organization, currently serving as Secretary. Chair Hahn has also been engaged in the National Association of Regulatory Utility Commissioners and its Committee on Electricity. She has previously served on the Committees on International Relations, Critical Infrastructure, and Water.

Before her appointment to the Missouri Public Service Commission, Chair Hahn was Senior Advisor and Policy Director for Governor Parson since August 2018.

As Policy Director, Chair Hahn helped lead the Governor's legislative agenda, prepare the Governor's annual budget recommendations to the General Assembly, implement the Governor's policy priorities across all 17 Executive Branch agencies, and spearhead the state's response to COVID-19. As a member of the senior staff, Chair Hahn also represented the State of Missouri on the Southern States Energy Board and the Midwestern Higher Education Commission.

Prior to her tenure in the Governor's office, Chair Hahn served as Assistant Director and Research Analyst for the Missouri Senate Division of Research from 2013 until 2018.

Chair Hahn received a Bachelor of Science in political science from Missouri State University and a Master of Arts and Doctor of Philosophy in political science from the University of Missouri-Columbia.

Chair Hahn and her family reside in Jefferson City, Missouri.



Maida J. Coleman
Commissioner

MAIDA J. COLEMAN, COMMISSIONER

Former Senator Maida Coleman was appointed to the Missouri Public Service Commission in August 2015.

In addition to her service on the PSC, Commissioner Coleman is on the National Association of Regulatory Utility Commissioners (NARUC) Board of Directors, the Broadband Expansion Task Force and was recently appointed as Chairman of the Select Committee on Regulatory and Industry Diversity. She's also on these NARUC committees: Consumers and the Public Interest and Telecommunications. Commissioner Coleman is also a member of the NARUC and the U.S. Department of Energy's Natural Gas Infrastructure Modernization Partnership, the Critical Consumer Issues Forum Advisory Committee, the Center for Public Utilities Advisory Council, and the Advisory Council for the Electric Power Research Institute's Board of Directors.

Commissioner Coleman regularly moderates and speaks for numerous community and energy regulatory events. Commissioner Coleman also facilitated a workshop for the United States Agency for International Development Ethiopia Energy Regulatory Partnership in Addis Ababa, Ethiopia and a Peer Review on Emergency Preparedness and Public Consultation in

COMMISSIONERS

Colombo, Sri Lanka, and is a guest columnist for the *St. Louis County Community News*.

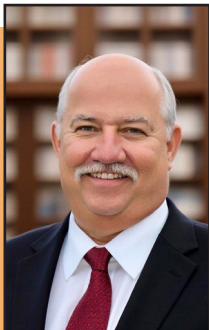
Prior to her appointment, Commissioner Coleman was the Director of the Missouri Office of Community Engagement. She previously served as Executive Director of the Missouri Workforce Investment Board at the Department of Economic Development, and in a leadership role at the Missouri Department of Labor.

From 2001 to 2009, Commissioner Coleman served as a State Representative and State Senator from St. Louis, becoming the first African-American woman in state history to serve as Senate Minority Leader.

While in the Missouri Senate, Commissioner Coleman sponsored the Hot Weather Law which prevents utilities from disconnecting cooling-related service for residential customers during summer weather extremes. She also sponsored legislation that became law to protect children from lead poisoning.

Commissioner Coleman previously held management level positions at the Missouri Secretary of State and the St. Louis Housing Authority. She is a former member of the Board of Directors of Heat-Up/Cool-Down St. Louis.

Commissioner Coleman has a B.A. in journalism from Lincoln University in Jefferson City and was awarded a Doctor of Humane Letters Degree from Harris-Stowe State University in St. Louis.



Glen Kolkmeier
Commissioner

GLEN KOLKMEYER, COMMISSIONER

Commissioner Glen Kolkmeier was appointed to the Public Service Commission by Governor Michael Parson on April 1, 2021. He was unanimously confirmed by the Missouri Senate on May 6, 2021.

Commissioner Kolkmeier is a former State Representative from District 53, representing Lafayette County and parts of Jackson and Johnson counties. He was re-elected to his fourth and final two-year term to the House in November 2018, where he served as the Chair of the Administration and Accounts Committee. While in the House, he also served on the House Transportation Committee and the House Utilities Committee.

In addition to his role at the PSC, Commissioner Kolkmeier is owner and CEO of Energy Transport Solutions, Inc. in Bates City, MO, a family owned and operated company that hauls gasoline, diesel, propane, and anhydrous ammonia.

Commissioner Kolkmeier served 20 years as Fire Chief of the Wellington-Napoleon Fire Protection District and 39 years in the Fire Service. He is a past president of the Missouri Propane Safety Commission, Missouri Propane Gas Association, Lafayette County Firefighters Association, Lafayette County Law Enforcement Restitution Fund, and Missouri Trucking Association. He is a past board member of the Wellington-Napoleon Fire Protection District and the Lafayette County 9-1-1 Board.

Commissioner Kolkmeier attends Calvary Baptist Church in Odessa. He currently resides in rural Odessa with his wife, Lisa. They have two children, Eric and Emily, and nine grandchildren.

COMMISSIONERS



John P. Mitchell
Commissioner

JOHN P. MITCHELL, COMMISSIONER

Commissioner John P. Mitchell was appointed to the Missouri Public Service Commission by Governor Michael Parson on April 12, 2024. He was unanimously confirmed by the Missouri Senate on April 25, 2024.

Prior to his appointment to the PSC, Commissioner Mitchell worked for 34 years at Burns & McDonnell Engineering in Kansas City, MO. Commissioner Mitchell joined the engineering firm in 1988 and during his time there, he served in a number of different capacities including project engineer, project manager, and wastewater department manager. He served as principal in charge on many of the firm's major water and wastewater projects. Commissioner Mitchell retired in 2022 as a principal at Burns & McDonnell Engineering. When he retired, he served as director of alternative delivery for Burns & McDonnell's Global Water Practice.

Over his career, Commissioner Mitchell assisted more than 30 communities in executing water and wastewater infrastructure projects utilizing alternative forms of project delivery including Design/Build, EPC, and Design CM.

Commissioner Mitchell also assisted the states of Missouri, Kansas, and Oklahoma in developing legislation and policies for the delivery of water and wastewater utility projects using various forms of alternative project delivery such as design build and construction management. He also assisted these states in developing policies and procedures for financing projects through their State Revolving Loan Fund programs.

From 2018-2022, Commissioner Mitchell was on the Board of Directors of the Design Build Institute of America (DBIA) Mid-America Region and served as co-chair of the DBIA National Water and Wastewater Committee. He also authored Chapter 20 of the American Water Works Association's Design-Build for Water and Wastewater Projects.

Commissioner Mitchell received his Bachelor of Science in civil engineering from the Missouri University of Science and Technology in Rolla, MO. He is currently a licensed professional engineer in Missouri and Kansas.



Jason Holsman
Commissioner

JASON HOLSMAN, COMMISSIONER

Commissioner Jason Holsman was appointed to the Missouri Public Service Commission on Jan. 13, 2020, by Governor Michael Parson. Prior to his appointment to the Missouri Public Service Commission, Commissioner Holsman was elected and served nearly two terms as a Missouri State Senator to the 7th District. While in the Senate, Commissioner Holsman served on numerous legislative committees, including the Commerce, Consumer Protection, Energy and the Environment Committee, the Education Committee, the General Laws Committee, the Transportation and Infrastructure Committee, and the Veterans' Affairs and Health Committee.

Commissioner Holsman was first elected to the Missouri House of Representatives in 2006 and served three terms. Before embarking on a career in the Legislature, Commissioner Holsman dedicated his career to the field of education, becoming a social studies instructor for the Kansas City, Missouri School District. He holds Bachelor of Arts degrees in political science and U.S. history from the University of Kansas and a Master of Arts degree in diplomacy and military science from Norwich University in Northfield, Vermont.

Commissioner Holsman resigned from the Missouri Public Service Commission on March 3, 2025.

PSC Overview

The Missouri Public Service Commission (PSC) was established in 1913 under what is now Chapter 386 of the Missouri Revised Statutes. The PSC regulates investor-owned utilities that provide electric, natural gas, steam, water, and sewer services across Missouri. It also has limited authority over telecommunications providers.

In addition to the regulation of investor-owned utilities, the PSC oversees:

- Safety operations of rural electric cooperatives and municipally-owned natural gas utilities.
- Manufacturers and dealers of manufactured homes and modular units, including enforcement of proper installation.
- The service territory issues involving electric and water utilities, including investor-owned, municipal, and cooperative providers.

Under federal law, the PSC also acts as a mediator and arbitrator in local telephone service disputes related to interconnection agreements.

Every Missourian receives utility services — such as electricity, natural gas, water, sewer, or telecommunications — from companies regulated in some way by the PSC. These services are vital to Missouri's economy and public safety, providing:

- Consumers heating and cooling throughout the year
- Access to emergency services and information
- Safe drinking water
- Environmentally responsible wastewater disposal

Because these services are essential, the PSC ensures they are delivered fairly, reliably, and at just and reasonable rates.



Key Personnel

Commissioners

Kayla Hahn, Chair	573-751-0946
Maida J. Coleman, Commissioner	573-751-4132
Glen Kolkmeier, Commissioner	573-526-7796
John P. Mitchell, Commissioner	573-522-8005

Administration Division

Loyd Wilson, Director	573-751-7435
Ethan Todd, Legislative Liaison	573-751-4636
Sheryl Gregory, Manager-Human Resources	573-751-3233
Jay Eastlick, Manager-Consumer Services	573-751-3160
John Hanauer, Manager-Information Services	573-522-2453
Sarah Fontaine, Director-Strategic Communications	573-751-9300
Garrett Pitts, Manager-Budget and Fiscal Services	573-526-9120
Debbie Quick, Public Relations Coordinator	573-522-2760

General Counsel Division

Rodney Massman, General Counsel	573-751-7510
John Borgmeyer, Assistant General Counsel-Regulation	573-751-7504
Nancy Dippell, Secretary/Chief Regulatory Law Judge	573-751-8518
Kim Happy, Document Control and Records Manager	573-522-6225
Cherlyn Voss, Manager-Regulatory Analysis Department	573-751-3966

Industry Analysis Division

Claire Eubanks, Director	573-526-2953
Curtis Gateley, Manager-Water, Sewer, Gas, and Steam Department	573-526-6029
J Luebbert, Manager-Tariff/Rate Design Department	573-522-8705
Kathleen McNelis, Manager-Safety Engineering Department	573-751-3456
David Freeman, Manager-Manufactured Housing Department	573-837-3327

Financial & Business Analysis Division

Kim Bolin, Director	573-751-5026
Karen Lyons, Manager-Auditing Department	816-889-3949
Contessa King, Manager-Customer Experience Department	573-751-5239
David Sommerer, Manager-Procurement Analysis Department	573-751-4356
Seoungjoun Won, Manager-Financial Analysis Department	573-526-5164

Staff Counsel Division

Mark Johnson, Chief Staff Counsel	573-751-7431
Travis Pringle, Chief Deputy Counsel	573-751-5700
Casi Aslin, Deputy Counsel-Water and Sewer	573-751-8517
Tracy Johnson, Deputy Counsel-Electric	573-526-5343
Scott Stacey, Deputy Counsel-Natural Gas	573-522-6279

Consumer Services

The Missouri Public Service Commission's Consumer Services Department handles thousands of calls and assists Missouri customers involved in utility-related problems or disputes, saving customers hundreds of thousands of dollars each year.

Specialists assist consumers with:

- Improper termination of a utility service
- Incorrect or unauthorized charges on utility bill
- Problems with reading utility meters
- Customer deposits for utility service
- Poor service quality
- High bill complaints
- Problems with delayed service connection
- Problems with back billing

The Consumer Services Department team works to educate customers, utilities, and the public, on utility-related consumer service issues, rights, and responsibilities, with a focus on promoting understanding to prevent disputes.



PSC Consumer Services Team

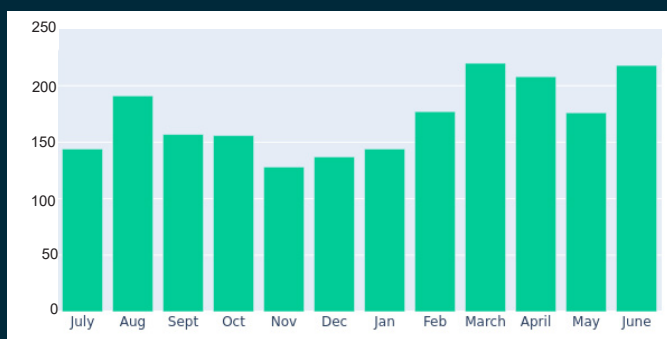
The team has full-time investigators who handle issues such as billing problems, payment arrangements, denial of service, disconnection and service connection issues, enforcement of rules and regulations, and safety issues.

The PSC's Consumer Services team is the link between consumers and the utility company that serves them. Consumer Services handles all contacts in a prompt, fair, and practical manner. All parties are encouraged by Consumer Services to focus on preventing problems before they occur. When consumer billing or service issues are found, investigators guide the parties to identify the cause or issue of concern, and work to find a solution.

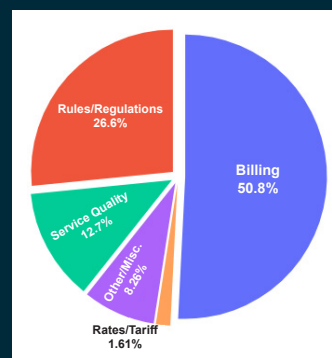
During FY2025, our team received a total of 2,119 complaints from consumers: Electric 1,280; Natural Gas 408; Water and Sewer 312; and Telecommunications 119.

A consumer should always contact the utility company first to see if the company can help solve the problem. If the consumer is unable to resolve the issue with the utility, they can call the PSC. The Consumer Services Department will contact the utility. Complaints may be submitted by telephone, fax, letter, or e-mail.

COMPLAINTS BY MONTH



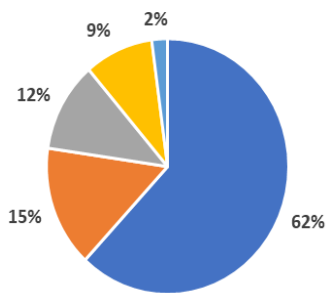
COMPLAINT CATEGORIES



Electric

The Missouri Public Service Commission (PSC) regulates the state's investor-owned electric companies: Ameren Missouri, Evergy Metro, Evergy West, and Liberty Utilities. The PSC represents Missouri in Federal Energy Regulatory Commission (FERC) cases and proceedings, and with issues impacting Missouri consumers with Regional Transmission Organizations (RTO's).

Missouri Electric Generation Sources by Total Megawatt Hours



■ Coal - 43,212,000 MWh
■ Nuclear - 7,951,000 MWh
■ All Solar - 1,467,000 MWh
■ Natural Gas - 10,712,000 MWh
■ Wind - 6,409,000 MWh

Source: U.S. Department of Energy, The Energy Information Administration (EIA)
July 2024 - June 2025

Reliable Electric Service and Resource Adequacy

Missouri is experiencing steady electric load growth across all sectors — from residential neighborhoods to large-scale industrial operations. Nationally, the Site Selectors Guild listed electric power capacity as the number-one factor influencing major industrial projects, and Missouri is seeing the same trend. Since the pandemic, the average size of a new large-load customer has increased dramatically, from 3.2 megawatts (MW) in 2019 to 162.5 MW in 2023. This rising demand is placing new pressures on the state's electric grid and underscores the importance of ensuring resource adequacy — the ability to meet future electricity needs reliably and affordably.

The PSC is actively engaged in addressing this challenge. The Commission works closely with the Southwest Power Pool (SPP) and the Midcontinent Independent System Operator (MISO) — two RTO's regulated by FERC. These organizations play a vital role in ensuring reliable wholesale power, maintaining adequate transmission infrastructure, and promoting competitive electricity pricing across Missouri and neighboring states.

FY2025 TRANSMISSION FACILITIES APPROVED

NAME	LOCATION	VOLTAGE	ESTIMATED COST / COMPLETION DATE	CASE NO.
Cooper Substation	Cooper County, Mo.	161 kV	\$28,000,000 1-Dec-27	EA-2025-0028

FY2025 GENERATION FACILITIES APPROVED

NAME	LOCATION	NAMEPLATE CAPACITY	ESTIMATED COMPLETION DATE	CASE NO.
Castle Bluff Project	St. Louis County, Mo.	800 MW	1-Oct-27	EA-2024-0237
New Florence Solar Facility	Montgomery County, Mo.	7 MW	1-Dec-27	EA-2024-0212

As high-volume electricity users announce plans to locate or expand operations in Missouri, proactive planning becomes increasingly critical. The PSC is committed to ensuring that local utilities meet their long-term planning obligations and are prepared to serve both current and future customers.

In FY2025, the PSC convened the inaugural

POWER MO: Securing Missouri's Energy Future summit to bring a focus on resource adequacy challenges, and opportunities. This landmark event brought together PSC Commissioners and staff, representatives from SPP and MISO, and leaders from Missouri's major investor-owned utilities, Missouri electric cooperatives, and municipal utilities, and a wide range of utility stakeholders. The summit focused on the evolving landscape of electric power generation, and the anticipated growth in demand, fostering collaboration, and forward-looking strategies.

The summit participants identified and discussed risk factors to maintaining resource adequacy in Missouri, including:

- The retirement of aging generation facilities and the need for timely replacement capacity
- Rising peak electricity demand driven by economic development, home heating, electric vehicles, and industrial expansion
- The potential for large-scale data center loads
- The increasing frequency and severity of extreme weather events

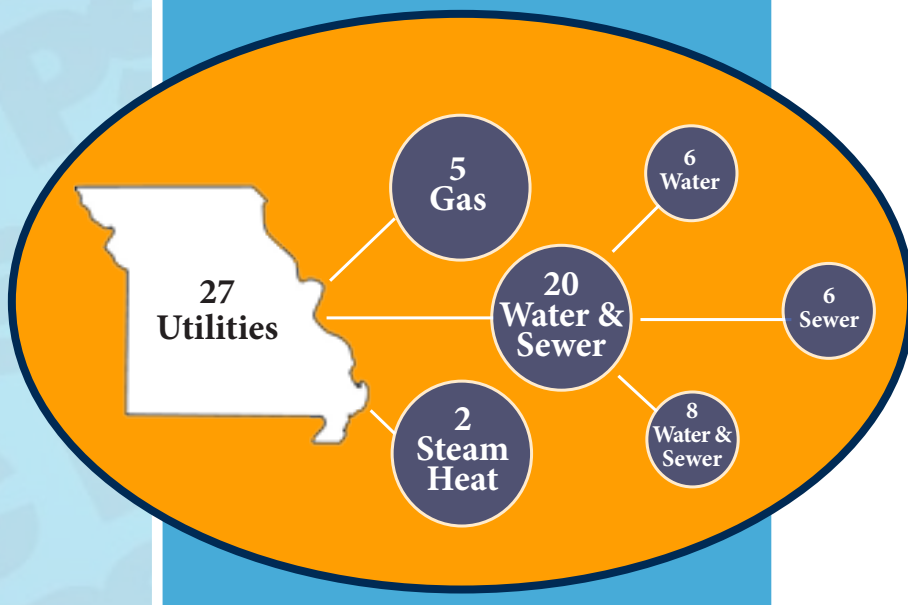
Beginning in FY2025, to enhance long-term planning, the PSC is changing the process by which Missouri's investor-owned electric utilities submit Integrated Resource Plans (IRPs) to be more robust and consequential. These plans provide detailed forecasts of electric demand, modeling of future scenarios, and strategies for meeting customer needs in a reliable and cost-effective manner. The PSC is actively working to implement improvements to the IRP process to increase stakeholder engagement and improved resource planning that will improve the reliability and resource adequacy of Missouri's electric system.

The PSC remains committed to working with all stakeholders to ensure Missouri's energy future is secure, resilient, and responsive to the needs of its citizens.

Water, Sewer, Natural Gas, & Steam

The PSC's Water, Sewer, Natural Gas, and Steam (WSGS) department plays a critical role in ensuring Missouri's utilities provide safe, reliable, and adequate service.

The PSC's Water, Sewer, Natural Gas, and Steam Department manages important proceedings and actions for 27 regulated utilities in the State of Missouri.



The team's principal responsibilities include:

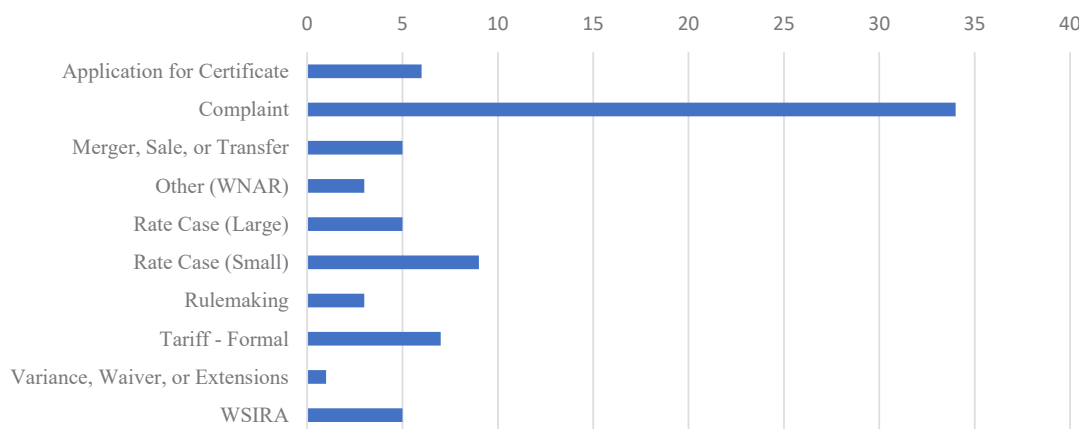
- Inspecting utilities and assets to ensure compliance with state requirements.
- Assisting customers and responding to complaints.
- Conducting investigations based on customer concerns.
- Managing and processing small (less than 8,000 customers) and large utility rate requests.
- Reviewing tariff filings and applications for certificates of convenience and necessity to ensure accuracy and completeness.

Through these functions, WSGS certifies that regulated utilities meet the Commission's mission of protecting consumers while supporting fair and sustainable utility operations.

During FY2025, WSGS staff worked on six large rate cases impacting Missouri consumers. During a rate case, the PSC sets rates for utility companies to ensure they can recover their operating costs and earn a

reasonable return on investments while ensuring the public has access to safe and reliable utility service.

WSGS SFY25 Case Count



“During a rate case, the PSC sets rates for utility companies to ensure they can recover their operating costs and earn a reasonable return on investments while ensuring the public has access to safe and reliable utility service.”

Water, Sewer, Natural Gas, & Steam

RATE CASES

In FY2025, the WSGS team served as case managers, subject matter experts, or witnesses in 65 cases.

- Rate Cases: The team managed or provided expertise in 15 rate cases — nine involving small utilities (less than 8,000 customers) and six involving large utilities.
- Rate cases are legal proceedings where the Public Service Commission (PSC) sets rates to balance utility recovery of operating costs and investments with the public's right to safe, reliable, and affordable service.

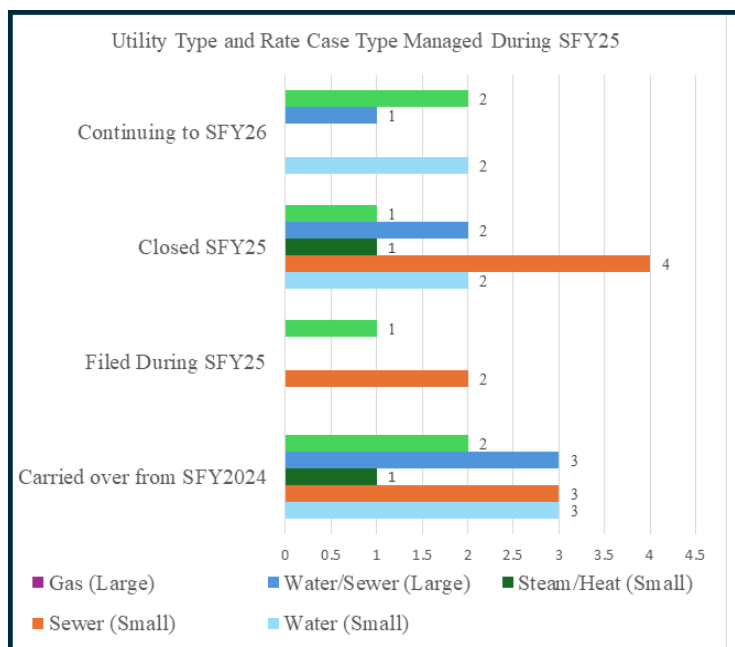
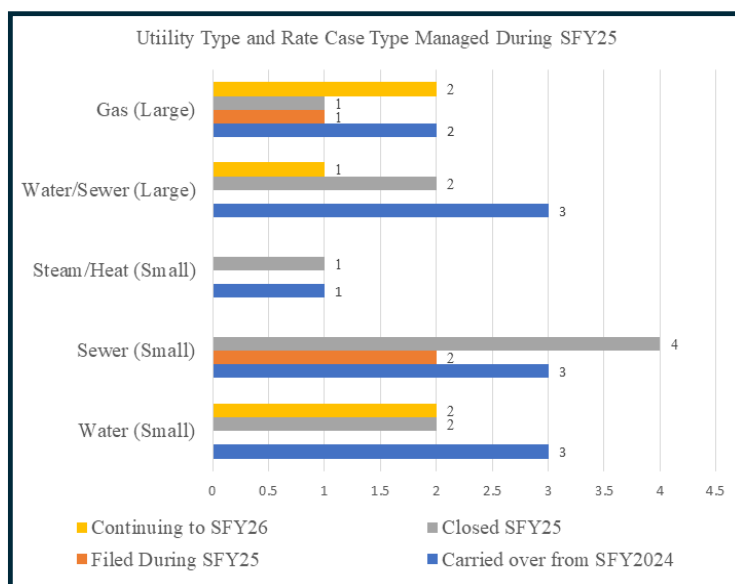
INSPECTIONS AND COMPLIANCE OVERSIGHT

Routine inspections are essential to confirm that utilities are prudently expending funds and maintaining assets.

- WSGS staff conduct on-site inspections to verify operating costs, equipment maintenance, and capital upgrades.
- Inspections provide staff with firsthand knowledge to answer questions during public hearings and Commission proceedings.
- The PSC staff continues to meet its goal of inspecting all 178 water and sewer utilities in Missouri every three years.



Consumers attend a Local Public Hearing



Water, Sewer, Natural Gas, & Steam

ADVANCING TOOLS FOR UTILITY REGULATION

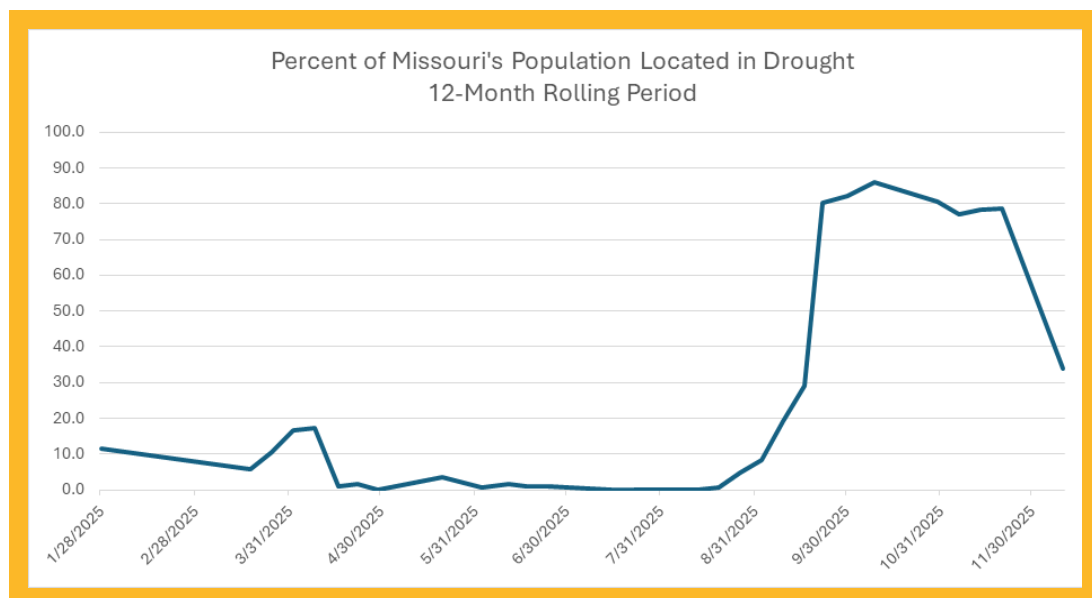
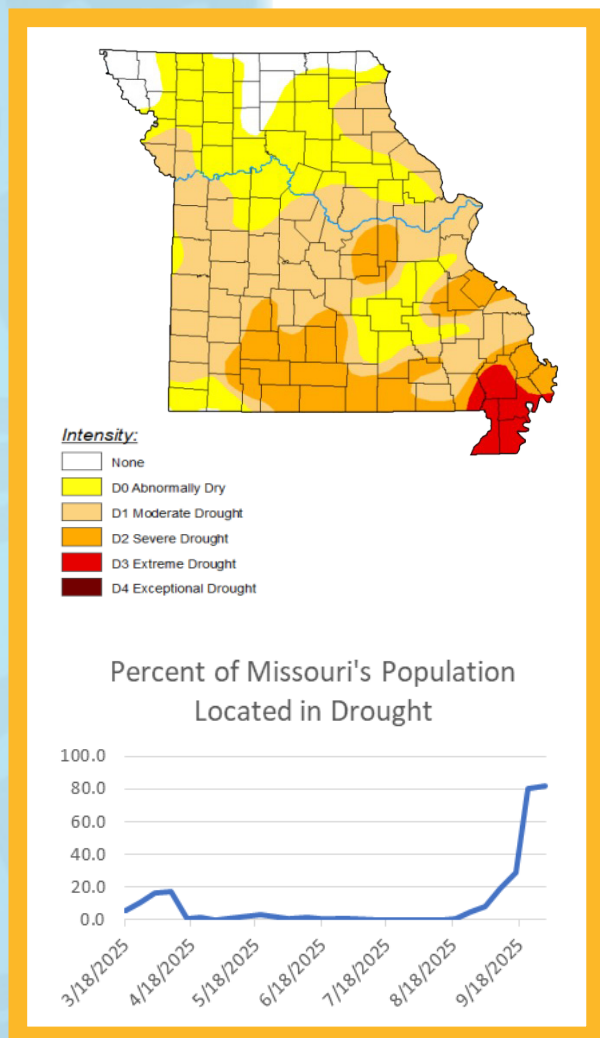
Historically, WSGS has lacked a comprehensive platform to organize regulated locations. To address this:

- The PSC staff are implementing a Geographic Information System (GIS) database to map and manage utility assets.
- GIS will improve staff efficiency in locating rural facilities, enhance institutional knowledge, and provide visual representations of service areas.
- This tool will help avoid conflicts between regulated and non-regulated utilities while strengthening oversight and customer service.

DROUGHT RESILIENCY INITIATIVES

WSGS has begun working with investor-owned water utilities to strengthen drought resiliency.

- Drought resiliency enables water entities to mitigate negative impact through proactive strategies and planning.
- Missouri's water demand averages 3.2 billion gallons per day (2020), with 78% supplied by groundwater and 22% by surface water.
- Demand is projected to grow by 18% (583 million gallons per day) by 2060, driven by population growth, employment expansion, and agricultural irrigation.
- WSGS's oversight ensures utilities prepare for this challenge, safeguarding both consumers and businesses.

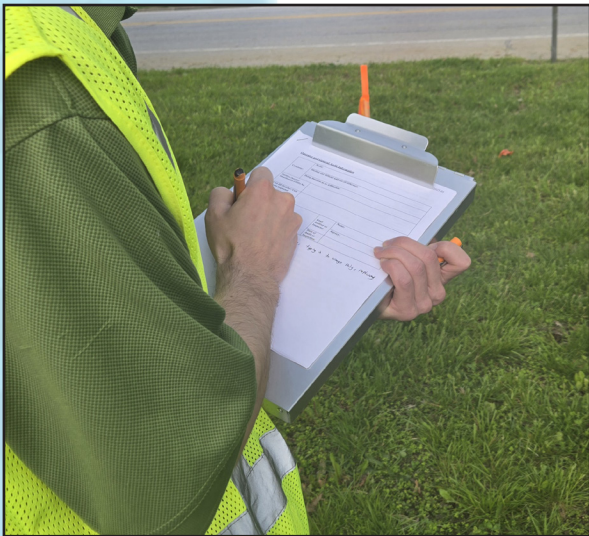


Natural Gas Pipeline Safety

The PSC’s Natural Gas Pipeline Safety Engineering Department plays a vital role in protecting Missouri’s citizens by overseeing the integrity of the state’s extensive natural gas pipeline network. Each year, PSC inspectors conduct between 100 and 150 inspections across Missouri, ensuring compliance and safety across a wide range of pipeline systems.

The PSC holds safety jurisdiction not only over investor-owned natural gas pipelines, but also over municipal gas systems, intrastate transmission pipelines, and renewable natural gas systems. PSC inspectors are in the field weekly and remain on-call 24/7, 365 days a year to respond to reportable incidents, including large-volume gas leaks, injuries involving gas releases, and accidents affecting homes and businesses.

In 2024, the PSC exercised safety oversight over more than 57 natural and renewable gas pipeline operators. These operators collectively manage approximately 1,000 miles of intrastate transmission pipelines, 28,000 miles of distribution main pipelines, and 1.5 million natural gas service lines.



Natural gas safety engineering staff performing a pipeline safety inspection

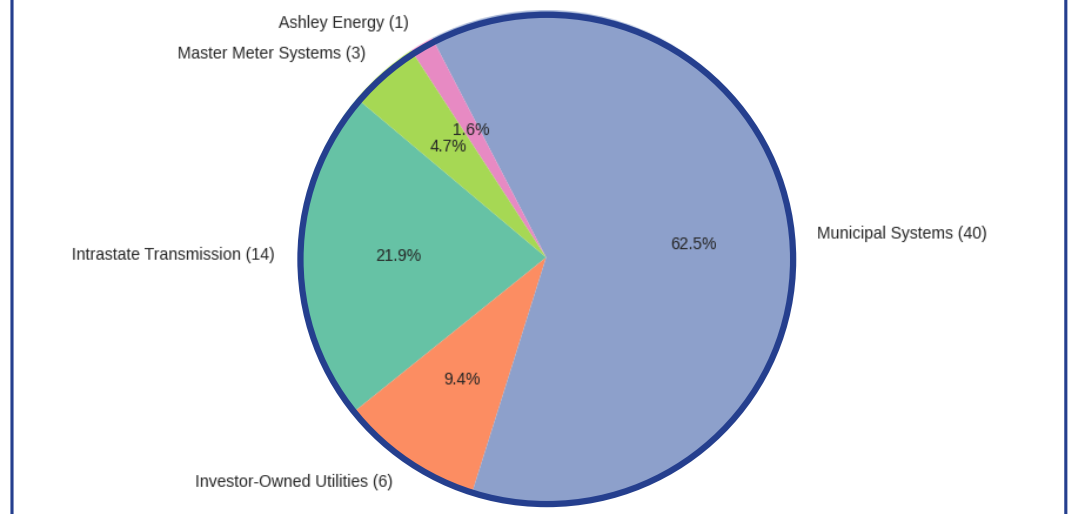
In 2024, PSC inspectors completed more than 120 individual inspections, covering:

- Comprehensive records and field inspections
- Compliance follow-ups
- Construction oversight
- Operator qualification reviews
- Control room management
- Integrity management for transmission and distribution
- Anti-drug and alcohol misuse programs
- Incident investigations

The Commission’s Safety Engineering staff remain proactive in enhancing pipeline safety and integrity. On-site inspections include evaluations of operator responses to leaks and damages, corrosion control measures, construction practices and integrity management, operator procedures and qualifications, public awareness initiatives, control room operations, and incident investigations.

Through these efforts, the PSC continues to uphold its commitment to public safety and infrastructure reliability across Missouri’s natural gas systems.

FY25 PSC Safety Oversight of Pipeline Operators in Missouri



Telecommunications

The Missouri Public Service Commission (PSC) Telecommunications Department plays a vital role in ensuring reliable and affordable communications across the state. The Department administers the Missouri Universal Service Fund, conducts research and analysis, and provides recommendations to the Commission on telecommunications matters. Staff also actively participates in Federal Communications Commission (FCC) proceedings, National Association of Regulatory Utility Commissioners (NARUC) subcommittees, and Federal-State Joint Boards. The PSC has limited authority over telecommunication providers.

INDUSTRY PARTICIPATION

- Nearly 800 companies in Missouri hold authorizations from the PSC to provide telecommunications, Interconnected Voice over Internet Protocol (VoIP), or video services.
- Wired telecommunications and VoIP providers must obtain PSC authorization before offering service.
- In the deregulated market, the PSC continues to play an important role in resolving consumer inquiries and complaints, to ensure fair treatment and reliable service.

CONSUMER PROTECTION & SERVICE ACCESS

The PSC's oversight ensures companies use financial support responsibly and in line with consumer needs.

RELAY MISSOURI FUND

The Relay Missouri program supports individuals with hearing or speech impairments by enabling them to use telephone networks through speech-to-text and text-to-speech conversion.

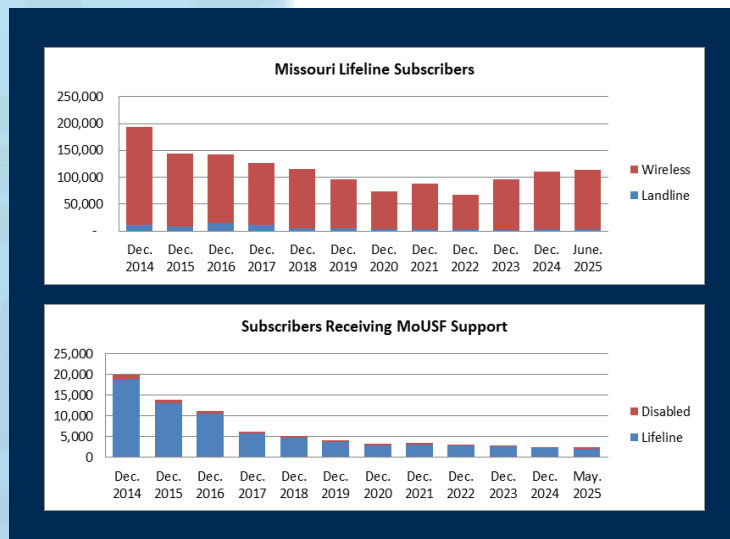
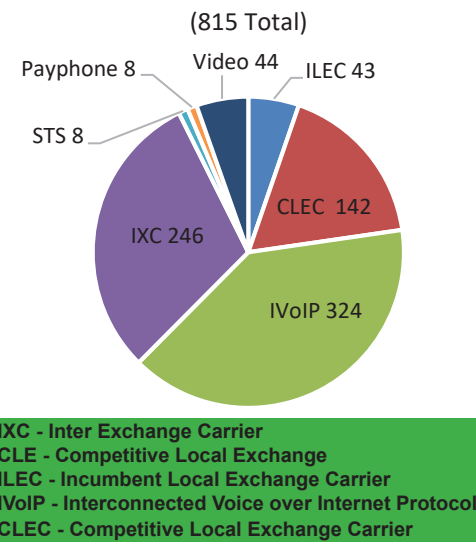
- The PSC contracts with T-Mobile to provide this service, awarded through a competitive bidding process.
- The fund also supports an equipment distribution program, supplying specialized communications devices to consumers with hearing or speech challenges.

MISSOURI UNIVERSAL SERVICE FUND

The Missouri Universal Service Fund (USF) helps qualifying consumers afford essential telecommunications services:

- Eligible consumers receive a \$24 monthly discount for landline voice-only service or landline voice service bundled with broadband.
- The PSC partners with the FCC to administer aspects of the federal USF, granting Eligible Telecommunications Carrier (ETC) status to providers.
- Approximately 65 companies in Missouri receive about \$140 million annually in federal USF support.

PSC Service Authorizations



This funding requires providers to:

- Expand broadband service by meeting annual milestones.
- Comply with the Low-Income Lifeline program.

TELEPHONE NUMBER ADMINISTRATION

The Telecommunications Department also manages telephone numbering resources.

- Oversight is critical when area codes approach exhaustion.
- Recently, Missouri's "314" and "816" area codes required intervention to ensure continued availability of numbers for consumers and businesses.

Manufactured Housing & Modular Units Program

In FY2025, PSC staff conducted 475 routine site inspections, 612 re-inspections, addressed 15 consumer complaints, and approved 601 modular plans from 132 different modular manufacturers. Staff members regularly conduct home inspections to identify and address installation issues before the home is completed.

These inspections help prevent costly repairs and ensure that the home is properly installed, resulting in a longer-lasting structure. Often, these on-site inspections are requested by the home installer, dealer, or homeowner to confirm that the site is correctly prepared before the home is placed.

WHY INSPECT?

PSC inspections help protect Missouri residents by ensuring their homes are structurally sound, properly installed, and compliant with all safety standards. The PSC establishes and enforces uniform construction, safety, and installation standards by conducting inspections. These inspections ensure compliance with tie-down and anchoring requirements.

The PSC staff inspects manufactured homes, modular homes, and commercial modular to ensure they're installed correctly and meet all federal and state regulations. From random site checks to consumer complaint investigations, our team ensures every home is safe and up to code.

A TYPICAL INSPECTION

- Random site inspections to verify proper setup
- Complaint investigations from homeowners, dealers, or manufacturers
- Issue resolution for legitimate concerns — cosmetic or structural
- VIN inspections on older homes
- Modular unit approvals for all commercial and residential units entering Missouri
- Dealer lot inspections to ensure homes are built, transported, and delivered properly
- **OUR COMMITMENT:** Every manufactured home is tracked from the factory to the final destination

We work to resolve issues fairly and efficiently — because every Missourian deserves a safe place to call home.

FY25 Manufactured Housing Activity Summary

Activity	Total	Notes
Routine Site Inspections	475	Regular inspections to ensure compliance and quality
Re-Inspections	612	Follow-up visits to verify corrective actions
Consumer Complaints Addressed	15	Investigated and resolved
Modular Plans Approved	601	Submitted by 132 different modular manufacturers
Installation Oversight	Ongoing	Staff conduct inspections during installation to catch issues

The PSC oversees the annual registration of dealers and manufacturers of manufactured homes and modular units. PSC staff also manages the licensing of installers for new

manufactured homes that comply with Federal Housing and Urban Development standards.

COMMERCIAL MODULAR UNITS

Commercial modular units come in a range of sizes, from small single-section units to large structures with up to 170 units. They also include specialized applications such as medical facilities, banks, and jails. Many of these units can be delivered and become fully operational within a very short timeframe.

PSC staff work closely with local building and code officials to ensure that these structures meet the relevant commercial building codes under the International Building Codes. Modular unit classrooms are a key component of affordable educational facilities in many school districts across the state. They offer schools a cost-effective alternative to traditional site-built classrooms, enabling them to add classroom space at a fraction of the cost. The PSC staff's goal is to ensure these units are safe and meet all standards and codes.

REGULATED UTILITIES

2024 CALENDAR YEAR STATISTICS

ELECTRIC STATISTICS

Calendar Year 2024 (Missouri Jurisdictional)

Company Name	Operating Revenues	MWhs Sold	Residential Customers	Total Customers
Liberty Utilities, Empire District Electric Co.	\$ 548,455,092	4,220,138	141,353	166,770
Evergy Missouri Metro (1)	903,127,801	8,284,558	273,024	308,219
Evergy Missouri West (2)	883,973,239	8,510,700	295,677	346,783
Ameren Missouri (3)	<u>3,111,924,255</u>	<u>30,764,24</u>	<u>1,095,619</u>	<u>1,264,469</u>
Totals:	\$5,447,480,387	51,779,644	1,805,673	2,086,241

Source: MoPSC FERC Form 1, 2024 Annual Reports (Missouri Jurisdictional)

(1) Formerly Kansas City Power & Light Company

(2) Formerly KCPL-Greater Missouri Operations Company

(3) Union Electric Company d/b/a

NATURAL GAS STATISTICS

Calendar Year 2024 (Missouri Jurisdictional)

Company Name	Operating Revenues	Mcfs Sold	Residential Customers	Total Customers
Liberty Utilities	\$ 57,302,808	8,383,498	46,017	56,030
Empire District Gas Co.	43,628,738	7,602,252	37,997	43,590
Spire Missouri East (1)	866,280,435	76,141,125	626,623	667,928
Spire Missouri West (2)	746,314,828	70,873,531	508,401	543,009
Summit Natural Gas Co. (3)	42,473,242	3,253,692	15,843	19,495
Ameren Missouri (4)	<u>139,601,855</u>	<u>17,570,052</u>	<u>123,051</u>	<u>137,083</u>
Totals:	\$1,905,601,906	183,824,150	1,357,932	1,467,135

Source: MoPSC FERC Form 2 2024 Annual Reports (Missouri Jurisdictional)

(1) Formerly Laclede Gas Company

(2) Formerly Missouri Gas Energy, a division of Laclede Gas Company

(3) Formerly Missouri Gas Utility and Southern Missouri Gas Company, L.P. d/b/a

(4) Union Electric Company d/b/a

STEAM STATISTICS

Calendar Year 2024 (Missouri Jurisdictional)

Company Name	Operating Revenues	MMBtus Sold	Residential Customers	Total Customers
Evergy Missouri West (1)	\$ 17,265,573	2,711,432	0	5
Vicinity Energy Kansas City, Inc. (2) (3)	<u>17,940,290</u>	<u>1,788,919</u>	<u>0</u>	<u>48</u>
Totals:	\$35,205,863	4,500,351	0	53

Source: 2024 Annual Report

(1) Formerly KCPL-Greater Missouri Operations Company

(2) Reported in MLB's

(3) Formerly Veolia Energy Kansas City, Inc.

REGULATED WATER & SEWER UTILITIES 2025 FISCAL YEAR STATISTICS

COMBINATION WATER & SEWER COMPANIES*

Fiscal Year 2025

Company Name	Water Customers	Sewer Customers
Confluence Rivers Utility Operating Company, Inc.	6,487	6,640
Lake Northwoods Utility Company, Inc.	12	12
Liberty Utilities (Missouri Water), LLC	12,749	5,381
Lincoln County Sewer & Water, LLC	263	263
Missouri-American Water Company	482,010	24,000
Seges Utility Company, LLC	45	45
S. K. & M. Water and Sewer Company	<u>289</u>	<u>176</u>
Totals:	501,855	36,517

*Active companies as of 06/30/2025

STAND-ALONE WATER & SEWER COMPANIES*

Fiscal Year 2025

Water Company	Customers	Sewer Company	Customers
Argyle Estates Water Supply	53	Cannon Home Association	123
Environmental Utilities, LLC	22	Holtgrewe Farms Sewer Company, LLC	44
Holtgrewe Farms Water Company, LLC	44	Mid Mo Sanitation, LLC	33
Raytown Water Company	6,680	TBJ Sewer Systems, Inc.	79
Stockton Hills Water Company	146	Taneycomo Highlands, Inc.	28
Village Greens Water Company	11	Timber Creek Sewer Company	2,511
Whiteside Hidden Acres, LLC	<u>37</u>	Warren County Sewer Company	<u>34</u>
Totals:	6,993	Totals:	2,852

*Active companies as of 06/30/2025

RATE CASES DECIDED 2025 FISCAL YEAR

WATER AND SEWER

Date of Order	Case No.	Company
08/27/24	SR-2024-0206	United Fiber MO, LLC.
12/11/24	SR-2024-0306	TBJ Sewer Systems, Inc.
12/27/24	WR-2024-0343	Holtgrewe Farms Water Co., LLC
12/27/24	SR-2024-0344	Holtgrewe Farms Water Co., LLC
05/07/25	WR-2024-0320	Missouri-American Water Company
05/07/25	SR-2024-0321	Missouri-American Water Company

Case filings can be viewed in the PSC's Electronic Filing & Information System (EFIS) by going to psc.mo.gov or scan the QR code on page 24.

Organizational Functions



Loyd Wilson
Director of Administration

ADMINISTRATION DIVISION

The Administration Division is responsible for managing the Commission's human, fiscal, and technical resources. The division has agency-wide responsibilities with departments that are responsible for the annual budget, fiscal services and procurement, human resources, and payroll. The human resources office includes a position dedicated to training, education, and recruiting diverse and qualified job applicants.

The Public Policy and Outreach Department develops and distributes information to the media on agency activities, responds to media requests, and provides utility consumers with educational materials. The division's Legislative Liaison works closely with the General Assembly and utility representatives in addition to assisting with constituent inquiries. The Information Services Department is responsible for supporting all information technology aspects of the Commission, which requires customized applications, specialized equipment, and the highest levels of data security.

The division also houses the Consumer Services Department, which serves as a clearinghouse for all utility consumer inquiries. Consumer Services investigates and responds to informal complaints to ensure compliance with Commission rules and utility tariffs. When a consumer has an issue that is not satisfactorily resolved after an initial contact with the utility, the consumer may call the Commission's consumer hotline (1-800-392-4211) for assistance.



Kim Bolin
Director of Financial and Business Analysis

FINANCIAL AND BUSINESS ANALYSIS DIVISION

The Financial and Business Analysis Division consists of four departments: Auditing, Financial Analysis, Customer Experience, and Procurement Analysis. This division provides expertise to the Commission in the areas of utility accounting, auditing, engineering, finance, management, natural gas procurement, service quality, and customer experience.

Staff members perform audits, examinations, analyses, and reviews of the books and records of the utilities providing service in Missouri. The PSC staff in this division express their conclusions and findings in the form of expert testimony and recommendations that are filed with the Commission. These departments are also responsible for investigating and responding to consumer complaints and making recommendations to the Commission regarding their resolution.



Claire Eubanks
Director of Industry Analysis

INDUSTRY ANALYSIS DIVISION

The Industry Analysis Division consists of seven departments: Energy Resources, Engineering Analysis, Manufactured Housing, Safety Engineering, Tariff/Rate Design, Telecommunications, and Water, Sewer, Natural Gas, & Steam. These departments support the Commission in meeting its statutory responsibilities by providing technical expertise in the following areas: safety and compliance inspections; utility rates, tariffs, rules and regulations; economic analysis; engineering oversight and investigations; and construction inspections. These departments accomplish their mission by making recommendations to the Commission in the form of expert testimony, formal recommendations, and presentations.

PSC STAFF

The Commission is assisted by a staff of professionals in the fields of accounting, consumer affairs, economics, engineering, finance, law, and management. Duties range from helping individual consumers with complaints to investigating multi-million dollar utility rate requests.

The PSC staff participates as a party in all cases before the Commission, conducting audits of the books and records of utilities and making recommendations to the Commission. PSC staff recommendations, like those filed by other parties to a proceeding, are evaluated by the commissioners in reaching a decision. The Commission has established standards for safety and quality of service to which companies must adhere. Routine and special investigations of utilities are conducted by the PSC staff to ensure compliance.

Organizational Functions



Mark Johnson
Chief Staff Counsel

STAFF COUNSEL DIVISION

The Staff Counsel Division represents the PSC Staff in all matters related to the regulation of Missouri investor-owned natural gas, electric, water, sewer, steam, and telecommunications utilities as well as manufactured housing. Its primary duties include assisting and advising the PSC Staff in the preparation and filing of evidence in legal proceedings, and preparing and presenting legal arguments before the Commission.



Rodney Massman
General Counsel

GENERAL COUNSEL DIVISION

The General Counsel is authorized by statute to represent the Commission in all actions and proceedings, whether arising under the Public Service Commission Law or otherwise. Attorneys in the General Counsel's Office appear in state and federal trial and appellate courts on behalf of the Commission. When authorized by the Commission, the General Counsel seeks civil penalties from persons or companies that have violated the Public Service Commission Law or the Commission's regulations or orders. The External Litigation Department manages and processes these cases. The General Counsel also provides legal advice to the Commission and each Commissioner as requested.

The Regulatory Analysis Department, within the General Counsel's Division, provides assistance and represents the Commission's interests in various forums related to federal energy issues, including RTO's and cases before FERC, along with providing technical expertise, support, and analysis on state and federal issues facing the Commission.

The Adjudication Department is the Commission's quasi-judicial component and is part of the General Counsel Division. Regulatory law judges within the Adjudication Department handle cases from their filing until their resolution. The judge assigned to a case presides over any hearing, rules on objections and motions, and drafts orders, as directed or delegated by the Commission.



Nancy Dippell
*Secretary of the
Commission / Chief
Regulatory Law Judge*

SECRETARY OF THE COMMISSION / CHIEF REGULATORY LAW JUDGE

The Secretary of the Commission is statutorily responsible for the records of the Commission and, acting through the Data Center, manages, maintains and preserves the official case files, tariffs and other official documents of the Commission. The Secretary, again acting through the Data Center, receives all incoming pleadings and issues all Commission orders.

The Chief Regulatory Law Judge oversees the operations of the Adjudication Department.

Budget — Fiscal Year 2026

Public Service Commission-Personal Service	\$21,799,851
Public Service Commission-Expense & Equipment	\$2,542,587
Public Service Commission-Refunds	<u>\$10,000</u>

Total	\$24,352,438
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Full-Time Employees (F.T.E.)	209
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DEAF RELAY SERVICE AND EQUIPMENT DISTRIBUTION PROGRAM

Expense & Equipment Appropriation	<u>\$495,886</u>
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Total	\$495,886
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Full-Time Employees (F.T.E.)	0.00
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MANUFACTURED HOUSING DEPARTMENT

Personal Service	\$516,757
Expense & Equipment	\$354,484
Program Specific Distribution (MH)	\$50,000
MH-Refunds	\$10,000
Subtotal	\$931,241

Program Specific Distribution MH Consumer Recovery*	<u>\$192,000</u>
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Total	\$1,123,241
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Full-Time Employees (F.T.E.)	8.00
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TOTAL BUDGET	\$25,971,565
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TOTAL FTE	217.00
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*Consumer Recovery Fund Appropriation

PSC Commissioners Past & Present

COMMISSIONER	LENGTH OF SERVICE	COMMISSIONER	LENGTH OF SERVICE
John M. Atkinson	1913-1916	M.J. McQueen	1954-1956
William F. Woerner	1913-1914	D.D. McDonald	1955-1961
John Kennish	1913-1917; 1920	William Barton	1956-1965
Frank A. Wightman	1913-1915	Frank J. Iuen	1959-1963
Howard B. Shaw	1913-1917	Frank W. May	1961-1967
Edwin J. Bean	1914-1925	Donal D. Guffey	1963-1968
Eugene McQuillin	1915-1917	William R. Clark	1965-1975
William G. Busby	1916-1921	Charles J. Fain	1965-1977
David E. Blair	1917-1920	Howard Elliot, Jr.	1967-1970
Noah W. Simpson	1917-1923	Marvin E. Jones	1967-1973
Edward Flad	1917-1921	Willard D. Reine	1968-1975
John A. Kurtz	1920-1923	James F. Mauze	1971-1975
Hugh McIndoe	1921-1923	A. Robert Pierce, Jr.	1973-1977
A.J. O'Reilly	1921-1925	James P. Mulvaney	1975-1977
Richard H. Musser	1923-1925	Stephen B. Jones	1975-1979
Merrill E. Otis	1923-1924	Hugh A. Sprague	1975-1979
Thomas J. Brown	1923-1928	Charles J. Fraas	1977-1983
D.E. Calfee	1925-1929	Leah Brock McCartney	1977-1983
Almon Ing	1925-1933	Alberta Slavin	1977-1981
S.M. Hutchinson	1925-1931	Stephanie Bryant	1979-1981
J.H. Porter	1925-1933	Larry W. Dority	1979-1983
James P. Painter	1928-1929	John C. Shapleigh	1981-1984
Milton R. Stahl	1929-1933	Charlotte Musgrave	1981-1988
J. Fred Hull	1929-1934	Allan G. Mueller	1983-1996
George H. English	1931-1936	Connie Hendren	1983-1989
J.C. Collet	1933-1935	James M. Fischer	1984-1989
William Stoecker	1933-1936	William D. Steinmeier	1984-1992
W.M. Anderson	1933-1938	David Rauch	1989-1993
Harry E. McPherson	1934-1935	Kenneth McClure	1990-1997
Sam O. Hargus	1935-1937	Ruby Letsch-Roderique	1990-1991
John S. Boyer	1935-1941	Patricia Perkins	1991-1995
Albert D. Nortoni	1936-1938	Duncan Kincheloe	1992-1997
John A. Ferguson	1936-1944	Harold Crumpton	1993-2000
J.D. James	1937-1942	M. Dianne Drainer	1995-2001
Marion S. Francis	1938-1941	Karl Zobrist	1996-1997
Scott Wilson	1938-1941	Sheila Lumpe	1997-2003
Paul Van Osdol	1941-1943	Connie Murray	1997-2009
Frederick Stueck	1941-1943	Robert Schemenauer	1998-2001
Kyle Williams	1941-1952	Kelvin Simmons	2000-2003
Charles L. Henson	1942-1959	Bryan Forbis	2001-2003
Albert Miller	1943-1944	Steve Gaw	2001-2007
Agnes Mae Wilson	1943-1949	Robert Clayton III	2003-2011
Richard Arens	1944-1945	Linward "Lin" Appling	2004-2008
E.L. McClintock	1945-1967	Jeff Davis	2004-2012
Morris E. Osburn	1945-1952	Terry Jarrett	2007-2013
John P. Randolph	1949-1951	Kevin Gunn	2008-2013
Henry McKay Cary	1950-1955	Robert S. Kenney	2009-2015
Maurice Covert	1952-1953	Stephen M. Stoll	2012-2017
Tyre W. Burton	1952-1965	Daniel Y. Hall	2013-2019
Frank Collier	1953-1954	William P. Kenney	2013-2021
		Ryan A. Silvey	2018-2023
		Scott T. Rupp	2014-2024
		Jason R. Holsman	2020-2025
		Maida J. Coleman	2015-present
		Glen Kolkmeier	2021-present
		Kayla Hahn	2023-present
		John P. Mitchell	2024-present

Quick Access — PSC Contacts & Resources

PSC Website — psc.mo.gov



Learn about Rate Cases



How to Submit a Written Comment



**Electronic Filing & Information System
(EFIS)**



Search for a Case



**Search for a Company's
Rates and Services (Tariff)**



Missouri Public Service Commission

pscinfo@psc.mo.gov

psc.mo.gov

1-800-392-4211

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Other Business: 573-751-3234
Fax: 573-751-1847

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